



Seminole County
Public Safety



In remembrance of
members of the,
"Silent Key Shift",
Those that *"answered
the calls"* and are no
longer with us, yet are
with is in spirit and in
our fondest memories.

Steve Ellis
Nancy Engebretsen

Emergency Call

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National Telecommunicator Week

This month we celebrate National Telecommunicator Week. This was created by the Contra Costa County Sheriff's Office in California, in 1981 for local recognition of their 9-1-1 employees. In 1991, it was introduced to the U. S. Congress and adopted as a National week of recognition to the thousands of professionals working in every 9-1-1 center in the United States, for their dedication, commitment and compassion to others.

One thing that must be mentioned about the people that have come to be known as, *"Dispatchers"* or *"9-1-1 Operators"*, is the absolute professionalism and dedication they demonstrate. With every center across this great nation experiencing staffing shortages, it is refreshing and thankful there are so many people that do work the extra long hours to ensure that each and every 9-1-1 call is answered promptly and professionally.

In this job career, professionalism runs as deep and true as it does with Firefighters and Police Officers. We are there with them in spirit on every scene and every chase, we hear the crying, pain, anguish and whispers of our callers voices. We are there every step of the way. We are also sometimes the first to learn of a fallen firefighter or police officer, and at times, shedding tears of joy as well, learning that everyone is safe. These professionals are highly trained, motivated and skilled people, and, above all, strive for perfection in every telephone call and radio transmission.

Having learned to be adaptive to multiple changes in procedures, responses and events that seem out of control to others, it is a normal day in their office. An office that never closes, never shuts off and where someone always answers the telephone or radio.

Enduring long months of repetitive training with state of the art equipment, positive reinforcement and coaching, today's 911 Communications Professional is more highly trained and better prepared than their predecessors. Certainly, having come a long way from the day of the "call box", one radio channel or the Chief's secretary as the radio operator. Now, we are professionals with skills, training and technologies unheard of 25 years ago.

It is interesting to note that the first record of a telephone call, by the inventor of the telephone, Alexander Graham Bell, was a call for help and someone answered it!

This year, National Telecommunicator Week is April 14th to the 20th, so, take a moment and thank the "other" professionals in Seminole County's Public Safety Emergency Communications Center.

9-1-1

Director of Public Safety

Director Roberts has always been a great supporter of the county's 9-1-1 system and has strived to ensure that we are working with the latest equipment.

He has seen our system rise from it's infancy to being one that everyone is looking towards for the creativeness we are quickly becoming well known for.

"During times of crises you no longer hear people say, call the Police or the Fire Department, you hear them say **"SOMEONE CALL 9-1-1"**. I think that says it all, or you could say "One Call Does It All", says Director Roberts.

That, in itself, is a tribute to all the hard work, never ending effort and time our people put into our 9-1-1 system.

Many firefighters and police officers began their public safety careers in a communication center. Each of these people have come away with a better understanding of the stressful and difficult job a 9-1-1 operator has.

In light of recent events that took place on September 11th, 2001, everyone's 9-1-1 system was quickly provided with targeted training in dealing with many different types of alarms from; Weap-

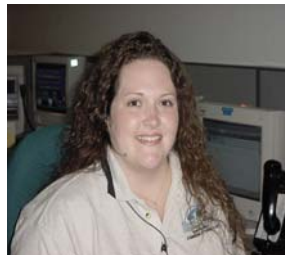
ons of Mass Destruction, mass casualties and panic. Our communication center is just now being recognized for the innovative W.M.D. interrogation cards that are being sent all over the nation and recently requested by the State of Florida's 9-1-1 Office so they can make them available to every 9-1-1 center in the state. Again, this is a tribute to the progressiveness and ingenuity we are grateful to have working for the citizens of Seminole County and the Department of Public Safety.

Thank you,
Kenneth M. Roberts

Because.....



"Knowing that I have helped save lives.."
Shelly Brubaker, CTO



"Because I like to help people and make a difference in their life"
Anglyn Smith, CTO



"Participating in an individual's growth in this challenging career"
Susan Hughes, D-CTO



"Being able to help people is what it is all about"
Tom Schuermann, TRO

Fire Chiefs

My view of 9-1-1's role is pretty simple: I see 9-1-1 as a community's life line. Those three numbers are the universally accepted method for summoning help in any emergency. Over the years, we in the emergency service business have instructed the public to remember that three number sequence when they need help, be it police, fire or medical. In our community, I believe the citizens rely on that system and place a lot of trust in

it's capabilities. **Chief Mitch Floyd, Casselberry Fire Department.**

Telecommunicators are the vital link between the needs of the public and the services Fire/Rescue delivers. These dedicated professionals are tasked with the responsibility of obtaining coherent information from people who may be undergoing the most tragic events they have ever experienced and routing this information to the most appropriate help

available in the shortest time possible. They are often called upon to provide critical lifesaving information and instruction to citizens who have no training or ability to help themselves. The Telecommunicator's job demands the best of a person and I applaud the level of excellence provided by the staff at our Seminole County Communications Center. **Chief Charles Chapman, Longwood Fire Department.**

Meet your dedicated 9-1-1 Professionals

25 Years

Arlene Ward

15 Years

Ronald Warren; Patricia Starr;
Lisa Townsend; Frank Kirk and
Bob Hodges

14 Years

Richard Mole; Ross Barrows;
Beverly Gribbin; Regina Sneed

12 Years

Susan Hughes

11 Years

Joe Leblanc; Lisa Maldonado

6 Years

Shelly Brubaker

5 Years

Charity Steinbach

1 to 2 Years

Gerard Kruck; Mary Jo Secor;
Barbara Montgomery; Kristina Hatzel;
Anglyn Smith

Beginning their career with us:

Connie Lahart; Kerrie Calache; Alan
Fisher; Maria Plate; Jerry Maltempi;
and Thomas Schuermann

These are the Professional 9-1-1 Operators and the number of years they have been providing exceptional quality service to every person that has call the Seminole County 9-1-1 system.

We thank each and everyone of you for your dedication and the professionalism you display on a daily basis.

The Heart of 9-1-1

By Regina Sneed

Seminole County has seven PSAP's (Public Safety Answering Points) and each one is tied into a single Countywide 9-1-1 System consisting of two databases. Whether a 9-1-1 call is initiated from a wireline or wireless telephone, when a person dials 9-1-1 they expect to have their call answered quickly and professionally. 9-1-1 callers count on dispatchers to already know their address and location.

The 9-1-1 ALI (Automatic Location Identification) database houses the telephone number, address information and ESN (Emergency Services Number) of each landline telephone in Seminole County. The 9-1-1 Office is responsible for managing and ensuring the data's accuracy and integrity. Needless to say, this is an ongoing process. However, as hard as we try, unfortunately, there are times when there are problems with the ALI information. For example, an incorrect address,

telephone number, area code and a myriad of other concerns. This is when and why the 9-1-1 Office relies on the 9-1-1 Operators, who are a vital part of this system collecting statistical data from all the agencies concerning the life critical elements of patient care. This data provides a clearer picture of how proficient all the 9-1-1 Operators are in Seminole County and enables us to provide everyone with target skills training opportunities for everyone.

Then and Now...

We started only a few short 27 years ago. Our communication center was in the Court House along with the Sheriff's office, utilizing a 7 digit telephone system and one radio channel.

Progressing to a "new" facility, the communication center and Public Safety was moved to what was to become the Fire Loss Management building. There was one dispatcher and supervisor on duty, using no CAD or map book and averaging 30-40 calls a day and some

nights there was only one call the whole night! 1986 saw the introduction of E9-1-1 and the move into an underground state of the art building. The entire system changed with a CAD that only displayed a street and cross street.

In 1988, the entire dynamics of the system changed. Trunked 800 radio's, and a fully functional fire dispatch CAD was installed. Just a few short years ago, Automatic Vehicle Location devices were installed on units.

Today, we are truly a "state of the art" facility. Digital recording systems with email capabilities and a CAD that accepts AVL recommendations for the closest, available appropriate unit for response is utilized. We also have Electronic EMD capabilities, and soon, the telephone technologies ready for wireless phase II.

We are thankful to everyone that chose to be one of the true first responders that **"answer the calls"**.

Seminole County Public Safety

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Writer / Editor

Bob Hodges



Public Safety's 9-1-1 Professionals



In the beginning.....from Sue Pivetta of Professional Pride Inc.

When we were all preparing to come to earth, we were called together to receive our assignments for life work. There were people who would build, people who were assigned to medicine, others who would entertain us. One group would be involved in government or taking care of the citizens needs.

Then the angels called a special meeting. They asked for volunteers from the government grouping for a special assignment. These volunteers must have a particularly high regard for human safety. They would be called the Public Safety grouping. People from this grouping were called forth according to their interest in law enforcement, emergency medicine, and firefighting.

From this Public Safety grouping the angels requested another group of volunteers. They needed a group of exceptional souls from the Public Safety grouping (who had particularly strong wings) for a special assignment. This assignment would take an additional amount of courage, stamina and love. They first warned that this life work would face very difficult challenges in that they would generally go unrecognized for their efforts - even though this work took a great deal of intelligence and heart.

The angels explained that this work would be to **“answer the call”** of those in need and danger. In addition to answering the call, these extraordinary beings would watch over the responders every moment and care for their needs. In return for becoming one that **“answers the call”**, the angels promised the grouping that they would be granted an extra dose of spirit and fortitude.

In addition, the angels would record into a golden manuscript every person helped by 911. And when the souls returned from earth, the list would be read aloud to welcome them back.